



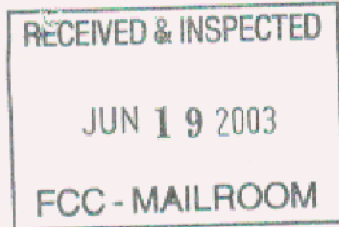
MINNESOTA  
DEPARTMENT OF  
COMMERCE

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June 19, 2003

Office of the Secretary  
Federal Communications Commission  
Attn: Marlene H. Dortch  
445 12<sup>th</sup> Street SW, Room TW-A325  
Washington, D.C. 20554



RE: CC Docket No. 98-67

As required by the Federal Communications Commission *Improved TRS Order* (Docket No. 98-67), please find herein the State of Minnesota's Telecommunications Relay Services (TRS) annual consumer complaint log summary for the 12-month period commencing on June 1, 2002, and ending on May 31, 2003. The attached report includes all complaints received that allege a violation of the federal TRS mandatory minimum standards received by both the Minnesota Relays' Consumer Relations Office and the Sprint Communications Company Customer Service.

Included in this mailing please find one original and four copies of our consumer complaint log summary. Also enclosed is an electronic disk copy (3.5-inch diskette) of our summary. In addition, an electronic copy has been sent to Erica Myers via e-mail.

If I can be of further assistance, please feel free to contact me.

Best regards,

Jim Alan, TAM Administrator  
Minnesota Department of Commerce  
85 7<sup>th</sup> Place East, Suite 600  
St. Paul, MN 55101-3165  
(651) 297-4565 Voice  
(651) 297-3067 TTY

cc: Glenn Wilson, DOC Commissioner  
Dr. Burl Haar, Executive Director, MPUC  
Lillian Brion, MPUC  
Erica Myers, FCC Consumer & Governmental Affairs Bureau

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# Minnesota Relay

June 1, 2002 - May 31, 2003

SERVICE COMPLAINTS														PCT.
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
#00 Answer Wait Time	0	0	2	0	0	0	1	0	0	0	0	0	3	2%
#01 Dial Out Time	0	0	1	0	0	0	0	1	0	0	0	0	2	2%
#02 Didn't Follow Database Instructions	0	0	1	1	0	0	0	0	0	0	0	0	2	2%
#03 Didn't Follow Customer Instructions	3	2	2	1	1	3	3	5	3	1	2	1	27	21%
#04 Didn't Keep Customer Informed	0	0	3	0	3	2	0	2	3	0	0	1	14	11%
#05 Agent Disconnected Caller	1	0	2	2	1	2	1	0	2	0	0	1	12	9%
#06 Poor Spelling	0	0	0	0	0	0	1	0	0	0	0	1	2	2%
#07 Typing Speed/Accuracy	0	1	1	0	0	0	0	0	0	1	0	1	4	3%
#08 Poor Voice Tone	0	0	0	0	1	0	0	0	0	0	0	0	1	1%
#09 Everything Relayed	1	0	1	0	0	0	0	1	0	0	0	0	3	2%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	1	0	0	0	0	0	0	0	0	0	0	0	1	1%
#12 Two-Line VCO Procedure Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	1	0	0	0	1	1%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	3	2	2	0	5	0	1	4	0	1	3	0	21	16%
#18 Problem Answer Machine	0	0	3	0	0	0	0	0	0	0	0	0	3	2%
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20 Speech to Speech	1	1	0	1	0	0	0	1	0	0	0	1	5	4%
#21 Other Problem/Type Complaint	4	3	4	3	1	2	5	1	1	1	0	5	30	23%
TOTAL	14	9	22	8	12	9	12	15	10	4	5	11	131	

TECHNICAL COMPLAINTS														
#22	Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0%
#23	Charged for Local Call	0	1	1	0	0	0	0	0	0	0	0	2	4%
#24	Trouble Linking Up	2	0	1	2	0	4	1	2	0	3	5	3	51%
#25	Line Disconnected	0	0	0	1	0	0	0	0	0	0	0	1	2%
#26	Garbled Message	0	1	0	0	0	0	0	0	0	4	3	8	18%
#27	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29	Other Technical Type Complaint	0	2	2	0	0	1	0	0	0	4	2	11	24%
TOTAL		2	4	4	3	0	5	1	2	0	3	13	8	45

MISC. COMPLAINTS																					
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	20%
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	20%
#35	Other	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	3	60%
TOTAL		0	0	0	0	0	0	1	2	2	0	0	1	1	0	0	0	0	0	5	

TOTAL CONTACT	16	13	26	11	12	16	15	17	11	8	18	19	181
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## June 2002

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Instructions	0
#03	Didn't Follow Customer Instructions	3
#04	Didn't Keep Customer Informed	0
#05	Agent Disconnected Caller	1
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	1
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	1
#12	Two-Line VCO Procedures Not Followed	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	3
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	1
#21	Other Service Type	4
TOTAL		14
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	2
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type	0
TOTAL		2

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type	0
TOTAL		0

TOTAL COMPLAINTS		16
OTHER CALLS		
#36	Branding/Database Entry	4
#37	Request Directory Assistance	8
#38	Test Calls	6
#39	Instructions/General	68
#40	Send Information	5
#41	Billing Question	4
#42	Purchase TTY	30
#43	Referred to LEC	14
#44	Wanted Sprint Cust Service	18
#45	Other	0
TOTAL		157
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		173



## July 2002

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Instructions	0
#03	Didn't Follow Customer Instructions	2
#04	Didn't Keep Customer Informed	0
#05	Agent Disconnected Caller	0
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	1
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Followed	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	2
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	1
#21	Other Service Type	3
TOTAL		9
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	1
#24	Trouble Linking Up	0
#25	Line Disconnected	0
#26	Garbled Message	1
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type	2
TOTAL		4

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type	0
TOTAL		0

TOTAL COMPLAINTS		13
OTHER CALLS		
#36	Branding/Database Entry	9
#37	Request Directory Assistance	3
#38	Test Calls	8
#39	Instructions/General	66
#40	Send Information	7
#41	Billing Question	4
#42	Purchase TTY	31
#43	Referred to LEC	7
#44	Wanted Sprint Customer Service	4
#45	Other	0
TOTAL		139

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL CONTACT	152
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## August 2002

SERVICE COMPLAINTS		
#00	Answer Wait Time	2
#01	Dial Out Time	1
#02	Didn't Follow Database Instructions	1
#03	Didn't Follow Customer Instructions	2
#04	Didn't Keep Customer Informed	3
#05	Agent Disconnected Caller	2
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	1
#08	Poor Voice Tone	0
#09	Everything Relayed	1
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Followed	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	2
#18	Problem Answer Machine	3
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type	4
TOTAL		22
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	1
#24	Trouble Linking Up	1
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type	2
TOTAL		4

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type	0
TOTAL		0

TOTAL COMPLAINTS		26
OTHER CALLS		
#36	Branding/Database Entry	7
#37	Request Directory Assistance	4
#38	Test Calls	25
#39	Instructions/General	61
#40	Send Information	3
#41	Billing Question	3
#42	Purchase TTY	23
#43	Referred to LEC	8
#44	Wanted Sprint Customer Service	5
#45	Other	0
TOTAL		139

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL CONTACT		165
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## September 2002

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Instructions	1
#03	Didn't Follow Customer Instructions	1
#04	Didn't Keep Customer Informed	0
#05	Agent Disconnected Caller	2
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Followed	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	0
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	1
#21	Other Service Type	3
TOTAL		8
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	2
#25	Line Disconnected	1
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type	0
TOTAL		3

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type	0
TOTAL		0

TOTAL COMPLAINTS		11
OTHER CALLS		
#36	Branding/Database Entry	1
#37	Request Directory Assistance	5
#38	Test Calls	13
#39	Instructions/General	59
#40	Send Information	5
#41	Billing Question	1
#42	Purchase TTY	11
#43	Referred to LEC	9
#44	Wanted Sprint Customer Service	5
#45	Other	0
TOTAL		109

NON-STATE REPORTED	
#46 Request Relay Number	0
TOTAL	0

TOTAL CONTACT		120
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## October 2002

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Instructions	0
#03	Didn't Follow Customer Instructions	1
#04	Didn't Keep Customer Informed	3
#05	Agent Disconnected Caller	1
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	1
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Followed	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	5
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type	1
TOTAL		12
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	0
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type	0
TOTAL		0

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type	0
TOTAL		0

TOTAL COMPLAINTS		12
OTHER CALLS		
#36	Branding/Database Entry	13
#37	Request Directory Assistance	7
#38	Test Calls	16
#39	Instructions/General	73
#40	Send Information	4
#41	Billing Question	1
#42	Purchase TTY	17
#43	Referred to LEC	8
#44	Wanted Sprint Customer Service	6
#45	Other	0
TOTAL		145
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		157



## November 2002

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Instructions	0
#03	Didn't Follow Customer Instructions	3
#04	Didn't Keep Customer Informed	2
#05	Agent Disconnected Caller	2
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Followed	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	0
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type	2
TOTAL		9
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	4
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Split Screen	0
#29	Other Technical Type	1
TOTAL		5

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type	1
TOTAL		1

TOTAL COMPLAINTS		15
OTHER CALLS		
#36	Branding/Database Entry	6
#37	Request Directory Assistance	5
#38	Test Calls	19
#39	Instructions/General	64
#40	Send Information	6
#41	Billing Question	4
#42	Purchase TTY	18
#43	Referred to LEC	9
#44	Wanted Sprint Customer Service	5
#45	Other	0
TOTAL		136
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		151

## December 2002

SERVICE COMPLAINTS		
#00	Answer Wait Time	1
#01	Dial Out Time	0
#02	Didn't Follow Database Instructions	0
#03	Didn't Follow Customer Instructions	3
#04	Didn't Keep Customer Informed	0
#05	Agent Disconnected Caller	1
#06	Poor Spelling	1
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Followed	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	1
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type	5
TOTAL		12
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	1
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type	0
TOTAL		1

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type	2
TOTAL		2

TOTAL COMPLAINTS		15
OTHER CALLS		
#36	Branding/Database Entry	4
#37	Request Directory Assistance	5
#38	Test Calls	8
#39	Instructions/General	72
#40	Send Information	7
#41	Billing Question	3
#42	Purchase TTY	13
#43	Referred to LEC	6
#44	Wanted Sprint Customer Service	4
#45	Other	0
TOTAL		122
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		137

## January 2003

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	1
#02	Didn't Follow Database Instructions	0
#03	Didn't Follow Customer Instructions	5
#04	Didn't Keep Customer Informed	2
#05	Agent Disconnected Caller	0
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	1
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Followed	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	4
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	1
#21	Other Service Type	1
TOTAL		15
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	2
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type	0
TOTAL		2

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type	0
TOTAL		0

TOTAL COMPLAINTS		17
OTHER CALLS		
#36	Branding/Database Entry	7
#37	Request Directory Assistance	5
#38	Test Calls	29
#39	Instructions/General	91
#40	Send Information	5
#41	Billing Question	3
#42	Purchase TTY	25
#43	Referred to LEC	7
#44	Wanted Sprint Customer Service	1
#45	Other	0
TOTAL		173
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		190

## February 2003

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Instructions	0
#03	Didn't Follow Customer Instructions	3
#04	Didn't Keep Customer Informed	3
#05	Agent Disconnected Caller	2
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Follow	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	1
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	0
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type	1
TOTAL		10
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	0
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type	0
TOTAL		0

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	1
#35	Other Miscellaneous Type	0
TOTAL		1

TOTAL COMPLAINTS		11
OTHER CALLS		
#36	Branding/Database entry	7
#37	Request Directory Assistance	4
#38	Test Calls	13
#39	Instructions/General	61
#40	Send Information	4
#41	Billing Question	1
#42	Purchase TTY	12
#43	Referred to LEC	11
#44	Wanted Sprint Customer Service	2
#45	Other	0
TOTAL		115
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACTS		126



## March 2003

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Instructions	0
#03	Didn't Follow Customer Instructions	1
#04	Didn't Keep Customer Informed	0
#05	Agent Disconnected Caller	0
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	1
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Follow	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	1
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type	1
TOTAL		4
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	3
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type	0
TOTAL		3

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	1
#34	Network Recording	0
#35	Other Miscellaneous Type	0
TOTAL		1

TOTAL COMPLAINTS		8
OTHER CALLS		
#36	Branding/Database Entry	3
#37	Request Directory Assistance	2
#38	Test Calls	17
#39	Instructions/General	73
#40	Send Information	2
#41	Billing Question	5
#42	Purchase TTY	10
#43	Referred to LEC	7
#44	Wanted Sprint Customer Service	4
#45	Other	0
TOTAL		123
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		131

## April 2003

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Instructions	0
#03	Didn't Follow Customer Instructions	2
#04	Didn't Keep Customer Informed	0
#05	Agent Disconnected Caller	0
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Follow	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	3
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type	0
TOTAL		5
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	5
#25	Line Disconnected	0
#26	Garbled Message	4
#27	Database Not Available	0
#28	Split Screen	0
#29	Other Technical Type	4
TOTAL		13

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type	0
TOTAL		0

TOTAL COMPLAINTS		18
OTHER CALLS		
#36	Branding/Database Entry	5
#37	Request Directory Assistance	2
#38	Test Calls	16
#39	Instructions/General	85
#40	Send Information	3
#41	Billing Question	1
#42	Purchase TTY	16
#43	Referred to LEC	8
#44	Wanted Sprint Customer Service	1
#45	Other	0
TOTAL		138
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		156

## May 2003

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Instructions	0
#03	Didn't Follow Customer Instructions	1
#04	Didn't Keep Customer Informed	1
#05	Agent Disconnected Caller	1
#06	Poor Spelling	1
#07	Typing Speed/Accuracy	1
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Follow	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	0
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	1
#21	Other Service Type	6
TOTAL		11
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	3
#25	Line Disconnected	0
#26	Garbled Message	3
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type	2
TOTAL		8

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type	0
TOTAL		0

TOTAL COMPLAINTS		19
OTHER CALLS		
#36	Branding/Database entry	9
#37	Request Directory Assistance	2
#38	Test Calls	10
#39	Instructions/General	75
#40	Send Information	2
#41	Billing Question	0
#42	Purchase TTY	16
#43	Referred to LEC	5
#44	Wanted Sprint Customer Service	3
#45	Other	0
TOTAL		122
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		141

### June 2002

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
1820	06/12/02	24	Called into relay from work got TTY tones.	06/12/03	Explained and offered co-worker follow up but didn't want any.
1821	06/18/03	24	Called into relay from home got TTY tones.	06/18/03	Dual user household - but TTY user now gone so she is going to brand voice I sent her CDB and explained how to use relay until CDB is on the system.
1967	06/03/02	17	The caller was placing a call to a hearing place center and felt that this CA was extremely rude and did not cooperate w/ voice person resulting in voice person hanging up on her.	06/03/02	I apologized to the customer and assured the caller that this CA would be followed up on. Asked in what manner the CA was perceived rude. TTY did not have the info and that came from the voice person. Followed up with the CA. CA stated that the voice person asked the CA to repeat once the GA was given and the customer apparently became upset when the CA could not repeat. The caller told him that they want who speak English and the call was terminated soon after.
1981	06/11/02	3	Voice person was upset that CA would not get information to caller. Voice said "I am an operator at a switchboard. Please ask the caller which Dr he wants to see. CA repeated what CA typed. When asked again by voice CA said "I will not. The caller is already on the line. Voice person called relay to voice concern after call had taken place. I told voice customer this matter would be dealt with promptly with supervisor in charge. No follow up necessary.	06/11/02	Met with CA. CA states that he was attempting to get confirmation from voice caller that they had received a relay call so that he could type the question to the VCO caller. Voice customer was not answering CA's question, "Have you received a relay call before?" He then went into the relay explanation and sent the GA to the VCO caller. The call went smoothly from that point on. CA understands proper procedure for handling "switchboard" calls, however this voice caller did not indicate switch board nor did she ask how to direct the call. This voice caller wanted CA to get info for actual Relay with this voice caller which is not proper processing. In this call CA was proper to try to confirm familiarity with relay before he could proceed with call.



1982	06/11/02	5	TTY customer was upset agent hung up on customer when TTY wanted to make another call. TTY customer was frustrated. I apologized for the inconvenience and assured customer this information would be forwarded to supervisor in charge. I offered follow up and TTY customer did indeed want to be contacted. Customer was satisfied and disconnected.	06/11/02	Spoke with CA. She remembered the call. She accidentally released the call when reaching for another key. She realized her mistake she made - Returned call to customer and explained that it was a mistake on the CA's part. Customer explained that this has been happening to her more recently. I suggested that she let us know when it happens so we can follow through and see what may have happened. Customer was satisfied with this.
1985	06/13/02	9	Voice person was upset that the CA was typing all of the sounds that were heard (sigh) (tapping fingers) as well as descriptive sounds (sounds impatient). I thanked the caller and acknowledged that the CA's do need to relay the call completely which includes sounds and description. Caller was still upset said the CA did not know how often the TTY / caller has called them. I apologized for any inconvenience but reiterated that the CA's do need to type everything that was heard. Talked with CA and they were positive that the voice person was upset and irritated that the TTY kept calling them. CA followed correct procedure.	06/13/02	CA followed correct procedure.
1987	06/13/02	3	Customer was concerned that this CA was not familiar with regional 800. Thanked customer for the information and assured him that the CA would be coached. Customer was also upset that when given 800 # to dial the CA asked "Are you calling someone deaf or HH? before attempting to dial. Customer was aware of Sprint terminology regional 800.	06/13/02	The CA said that when the customer used the term Reg 800 she was confused thinking he was calling a voice person. I explained the reg 800 to her and she now understands when to use it and why. I also told her that anytime a voice caller gives a # we never question who they are calling. Automatically dial out and o from there. She indicated she understood and would follow that procedure.
1994	06/19/02	17	Voice person was very frustrated that CA was rude and had a bad attitude. Customer was trying to reach other voice at a # with a 711 sequence. CA said was trying to explain 711 situation. Voice person said CA's reply was "well there is nothing I can do about it" I assured the customer that the issue would be dealt with -discussed with team leader at Relay. I also encouraged customer to notify his phone company regarding 711 issue. Customer appeared reluctantly satisfied and disconnected.	06/19/02	CA states they had placed the call voice inbound and reached voice outbound. CA per policy excused outbound and tried to explain to inbound that Relay was not needed. Customer became frustrated and agitated. Seemed to be a local exchange issue regarding a # containing a 711 series within the #. Discussed w/ CA alternative phrase to redirect caller. CA and ACU both instructed caller to contact their carrier of choice regarding this issue.

1995	06/19/02	17	Voice caller reports she just received a call from relay reports the agent was snotty ,would not answer any questions. Caused the call to become very confused when it could have been so simple if she would have answered my questions. Caller felt the operator handled the call, in an rice manner and should have answered question after was over.	06/19/02	Supervisor told caller I understood their frustrations and explained relay policy to remain transparent and type everything heard. Also explained that even after call was completed the CA was restricted in what could be discussed. Apologized for the rude service and suggested if in future she would receive poor service to please track the CA # so that follow up could be done for coaching the behavior.
1996	06/20/02	21	TTY customer was upset CA typed garbled message to him so he hung up and dialed relay again. I told customer I would inform supervisor on duty and customer was satisfied. I offered feedback from customer service and he said yes. No follow up necessary due to technical problem.	06/20/02	No follow up necessary -due to technical problem.
1997	06/20/02	3	TTY customer believed CA explained relay when instructed not to do so. CA said customer told her how to begin phone call "dial xxx-xxx". CA explained that this is exactly what she did and when voice person appeared totally confused she sent explanatory relay message to TTY to indicate that an explanation was necessary.	06/24/02	I explained that CA did follow instructions on not announcing relay and also CA said did not explain relay. I explained to TTY that the macro issue would be discussed with CA. I offered feedback from customer service and customer requested that this indeed be done.
1999	06/25/02	21	Customer called and asked for supervisor to report that CA told her that relay does not tolerate profanity and all she did was say "dial dammit" and felt that was not a bad word. Said relay must do whatever and never respond and CA ruined her day. Wanted CA reprimanded at once.	06/26/02	Supervisor told caller that CA's supervisor would be notified and apologized for the frustration it caused. Customer insisted I agree that it was not a bad enough word to be told it wouldn't be tolerated. ACU and supervisor witnessed call and was documented as clear abuse of agent and ACU using a lot of profanity. CA did her job. Customer also using "F" word at CA and ACU supervisor documented. ACU told customer we do not tolerate profanity toward CA.
4711	06/16/02	20	Complaint : Felt that the new agents needed more training. (according to agent unable to understand number requested with assistance). Resolution: Apologized for any complication and tat I would forward her concern of the training of new agents to appropriate person. Thanked her and asked her if I could be of any further assistance or place a call with an agent. Declined to do so said thank you bye" and she hung up.	06/17/02	Gave info to S2S team leader for further training.

8604	06/30/02	11	I have a complaint about female operator. I asked if she new how to VCO-VCO call she typed back, yes. She connected the call typed "Hello" then never typed anything else. The call got disconnected. Was not able to reply to the VCO user as due to a technical problem the call switched from F1 to F2 so whatever I typed would not go through. The VCO user then disconnected the line due to lack of response related to the technical problem.	06/04/02	Cannot call. No name given and permission not obtained.
3108G	06/24/02	21	S2S customer wants to help S2S operator. Does not consider his comments as complaint against S2S operator. Customer reports that operator spoke so fast repeating his words that she did not repeat them correctly. He needed to repeat a second time S2S operator relayed correctly. S2S customer thought the operator was new and probably nervous and waited to do everything right and spoke to fast on doing so. Operator needs fine tuning to do job correctly and opt will be good rep of S2S service. Apologized for problem encountered advised info would be forwarded to supervisor. Customer requests contact.	06/24/02	Coached CA to slow down and she apologized. Conducted consumer follow up on 7/16 updated him and talked about STS in general. Appreciated the follow up.
3117G	06/25/02	21	I would like to see the relay system changed to allow the agents to repeat what they just said if asked to on a relay call. I was at the airport and it was very noisy and I asked an agent to repeat something she had just said to me as I simply did not hear her with all the noise and she refused to do so saying that she was not allowed and she then typed everything to my deaf caller and it caused a lot of confusion on the call. I simply wanted the phrase repeated. RCS response: Apologized to the customer and assured that we would send the complaint to the training department as the caller did not wish to get any specific agent in trouble but just wanted the issue fixed so she would not have to go through this hassle again.	07/01/02	Training dept trains CA's to repeat if the customer requests because they did not hear it. Only repeat info currently being relayed.

## July 2002

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
2004	07/01/02	17	Voice caller reports her voice child was trying to place a call to 411 and reached relay. Agent called the child "a worthless child". I apologized that happened, and assured the caller that the agents supervisor would be notified. Caller requested no follow-up.	07/02/02	The agent number identified by the caller is not assigned to any employee. There is also no customer contact information.
2008	07/04/02	3	VCO caller upset with CA that reached a busy signal. Told CA to redial 'they can't be busy all day' CA redialed, busy, redial again, busy, and redial again. VCO angry that the CA stopped redialing. CA said she wasn't sure if she wanted to redial or keep redialing since the VCO didn't say keep redialing. I apologized for the inconvenience asked the VCO if she did want to keep re-dialing until ringing. VCO said yes.	07/04/02	Explained the differences in 'progress of call' to CA. When to use busy CA and when to use busy redialing. CA understands more clearly. CA went back to call and processed without further problems.
2028	07/13/02	21	Customer want agent not to use "Relay Iowa" in announcement. She is calling from Minneapolis using 711 and reaches relay Iowa. This is confusing to everyone. Customer wants agents to no use any state to announce. Confirmed caller used 711 and reached Relay Iowa when calling from MN. Assured caller I would inform techs of this. trouble ticket 286613 Offered to enter customer notes to say 'change announcement - do not say state' customer accepted. Notes entered. No follow up requested.	07/15/02	TROUBLE TICKET results - Informed customer that they need to contact their LEC (or CLEC more likely) about this issue.
2034	07/15/02	7	The customer had to hang up in the middle of the call because this CA couldn't keep up w/ the typing. Apologized to the customer and informed them CA would be followed up with.	07/14/02	Followed up with CA. CA does not recall having a relay call terminated by IB TTY recently. States that she never had problem w/ typing speed.
2036	07/16/02	29	The caller wishing to place a LD call using calling card but reached a recording stating that the LD carrier has been discontinued. Customer uses SBC caller service calling card. Apologized to the caller and assured him that it would be checked into by Sprint tech. CA will be reviewed on proper procedure in this situation.	07/23/02	Spoke to customer on 7/23, his LEC LD is not on ar. Bt c/c lec list. Above is a California cord that went week. He is not interested in having his carrier become on AR list. He is going to buy a Sprint Long distance card and make the call through the MRS.
2048	07/22/02	17	TTY user was upset because they were trying to reach a # ending with 6104 and kept reaching 6103. They were very upset and thought the CA was rude because the CA kept typing # calling pls. They also thought there may be tech problems on our end. I apologized to the customer and said I would write up a complaint. Supervisor had previously helped on this call and the CA was dialing correct #. The voice mail had a different # than dialed on the recording.	07/25/02	Met with CA. Customer gave #. CA dialed same # but reached a different # instead. This was verified by assisting TL Jodi that CA had dialed # given correctly. Customer mentioned this has happened before appears to be a Phone co problem. CA did follow correct instructions.



2052	07/23/02	21	Voice customer questioned why the CA typed his sighs and background conversation. He did not like that the CA did this. No follow up needed.	07/23/02	I explained that the CA's are required to type everything that is heard. I told him that the CA's always question to make sure the customer has received a relay call before. If the customer has not the CA is always careful to inform the customer that 'everything that is heard will be typed to them'. I told him CA's are the TTY customer's ears. He seemed satisfied.
2067	07/30/02	26	Customer demanded that CA be fined because they kept interrupting TTY type. Customer very insistent that this be resolved instantly. Customer requested new CA to place new call. CA noted that the message from caller was garbled - he was trying to clear garble by pressing space bar.	07/30/02	I apologized that the line was producing garbled text. Informed caller that type was clear now. After a lesson in relay chain of command from the caller I again stated the typing was now clear and asked if they would like to place call - Caller accepted on condition that a different CA take over call - Agents were switched no further issue.
4736	07/01/02	20	Customer having trouble w/ new S2S agents not understanding her. Customer needs agents to understand her for her work new agents need more training. Apologized to the caller explained it takes practice and time for new agents to get accustomed to different speech patterns. Suggested she ask for 2 agents to assist with her call when one agent is having difficulty. Customer happy to know she can do that.	07/01/02	No follow up necessary.
4736	07/01/02	21			
3186G	07/19/02	23	Customer is reporting on behalf of TTY user dialing 711 for MN relay dialing a local call but relay says it is long distance. Then they get a recording that their LD service has been temporarily discontinued. I apologized for the inconvenience. I verified that it should be local call. I told customer I would open a TROUBLE TICKET for relay techs to investigate. The customer would like follow up from the acct mgr. incident # 1000297842	07/24/02	Per the technician this is a known issue under investigation regarding 711 and the Minneapolis calling area. When the users dial 711 they drop into the MN Relay as an Iowa call. Thus even local calls say they are long distance. They can use relay without any problem if they use the 800 #. There may be a problem with the Qwest switch. Called customer and left her a voice mail instructing her to have TTY user call 800 #.
3217G	07/31/02	3	Customer gave the relay agent number to dial and the words to tell the person who picked up. Nobody answered and there was an answering mach. The agent left a message even though the customer did not instruct her to do so. I apologized that the call was not handled properly. I told the customer I would document the complaint and forwarded it to the agent's supervisor. No follow up needed.	08/05/02	CA remembered call and said she did not leave msg. Typed (answering mach hung up) because IB instructed if answering mach disconnect. She said she may have accidentally hit alt 9 then backspaced to correct it but did not leave a msg.

3225G	07/31/02	29	<p>A MN speech to speech customer called to say that when he used two particular agents that their volume flexed all over the place and made his calls very difficult . Told customer I would put a TROUBLE TICKET I000320713. Customer can be contacted.</p>	08/01/02	<p>TROUBLE TICKET results - Placed test call with same originating number that customer was calling from to Speech to Speech station. Had agent establish voice bridge to my office phone. Spoke with agent for several minutes. Had her adjust volume up and down as well as move her headset microphone to different locations. Voice was very clear. No indication of a problem.</p>
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### August 2002

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
2075	08/02/02	7	The customer stated that this CA was typing very poorly and it was almost impossible to figure out what was said. She also stated that she noticed that typing has become severe problem lately. Wished a follow up.	08/02/02	CA stated that she is excellent typist and does not recall any poor typing on her part. Possible attribute to technical problem. May require further questions from the customer. A follow up is requested via email. Followed up with customer and customer states that all is okay now.
3212G	08/05/02	4	Customer called in stating that CA took control of the call. The customer states that they were given a web address and typed it back to confirm it. The CA then typed "Are you confirming the address no I am talking to you." I explained to the customer that from it sounded like the relay was redirecting the voice person while letting him know the person had been speaking to her instead of him. The customer then said that the CA should have put parenthesis around what was said to her. I then asked if the customer wanted me to write up as a complaint. Customer does not want contact.	08/06/02	CA recalls this particular call. CA attempted to remain transparent and type what was said. CA adhered to Relay protocol of not using parenthesis when comment was made to the CA.
4859	08/18/02	17	MN S2S customer frustrated that agent was rude and needs more training. Customer asked for another agent but did not get anyone else. Customer was kept waiting. Customer would like a follow up phone call during evening hrs. I apologized for the frustration and assured this customer that she would be called back after the agent is consulted.	08/18/02	Consulted with the agent. He had asked for a number to dial and then received a raised voice as a reply and was not able to discern meaning. A second agent assisted but too late. Contacted customer on 8/19 - I apologized and explained that the assistant had arrived but too late, and that I would inform agent I had talked to customer. Customer was thankful, had no questions and hung up.
3290G	08/18/02	23	Customer is trying to place a local call from hotel in MN. Relay is showing the customer is calling from Cedar Rapids IA which makes the call appear to be a long distance. I apologized for any inconvenience and advised the customer to contact the hotel staff. I told the customer I would open a trouble ticket for relay techs to investigate. Customer does not require follow up. trouble ticket number 1000352923	08/19/02	<b>TROUBLE TICKET results -</b> Attempted to work with the hotel to have test calls made into the test position and no one was available or had the time to make the calls. I have attempted to contact AT&T(the local service provider) and was passed around to about 10 different people within the company for support, none of which said they had means to test the number. Could not find anyone that would work with the number and see if the correct digits were being outputted from the switch in which the calls were going through.

2096	08/20/02	5	Wanted to know why this CA disconnected his call a couple of minutes ago. No follow up necessary. I apologized for the inconvenience it may have caused him and stated I would write up a report about this.	08/20/02	We had a T1 bounce within that time frame.
2099	08/21/02	21	The caller found it a little strange that after the call, the caller attempted to have a little chat with this CA however the CA typed in parenthesis (CA cannot engage in a conversation) and this was the first time he received such comments. Said used relay for years and always had a "a chat" with the CA's. Wanted to know when this has changed.	08/21/02	I explained that this CA simply adhered to Relay protocol of not having a conversation or chat with the caller and this was the protocol that was set for years that I know of. After a few discussion I offered the caller to customer service and was transferred. The question asked by the caller was pertaining to the relay call as well as comments.
3298	08/21/02	2	Customer has her COC stored in her relay database, however agent prompted for the info anyway. Customer thought she would no longer have to give that info since it is stored in the database and she wanted to know when this had changed. I apologized for the error. I verified that her COC is stored in the database and that the agent should not have prompted for that info. I told her I would document her complaint and forward it to the call center the agent is located for a supervisor to coach the agent. Customer does not require follow up.	07/21/02	Followed up with CA. The CA states that when the caller gave the number she reached a recording message "Your LD carrier has been discontinued". The caller then asked the CA if the COC info is in the database. CA replied no since there was no info listed on the customer notes. Coached the CA that the customer note and the database is two separate info packets and COC is no necessarily listed in the customer notes. Advised her to actually check the database itself.
3308G	08/22/02	29	Voice customer calling to MN relay service and trying to use ATT calling card and is many times is unable to process her call using the calling card number. RCS- Agent did try to complete using agent who processed the call correctly but stated just as the customer said that she was unable to complete the call as a recording came on saying the calling card was invalid. The customer said she just checked the card and it still has 200 minutes and that this happens all the time. If she keeps calling back eventually the agents are finally able to process using the card. Customer would like a call back when this problem is fixed. Can leave msg. TROUBLE TICKET NUMBER I000363953	09/05/02	TROUBLE TICKET results - The only time tech was able to duplicate this issue was the first few times tech attempted the call but that is just because tech is old and no better than an agent fresh out of training. The other problem may be because the person thinks their pin # is different. I she gives the right pin and gets an agent with more than two days experience her call will go through every time. Closed. Left message for customer.
2105	08/23/02	5	Customer was angry because a CA hung up on them and would not repeat what voice person said after they hung up. I apologized for the inconvenience of the CA hanging up and encouraged them to try and catch CA #'s in the future I also explained the policy of not discussing info after the OB has disconnected.	08/23/02	No follow up possible.
2105	08/23/02	21			



4890	08/24/02	0	Called above 10 minutes ago - gave agent all instructions for retrieving voicemail - got no response at all from agent. Waited and waited still no response. Sent several GA's still no response. Finally hung up and redialed relay. Customer requests follow up after agent coached by TTY.	09/01/02	Met with agent . Ws informed that supervisor assistance was requested in order to process this call. Coached agent on the importance of keeping customers informed when requesting supervisor assistance. Also coached agent on procedures to follow when retrieving voicemail messages. Contacted customer and apologized for the inconvenience and informed her that the agent was coached on the proper procedures to follow when retrieving voicemail messages and when requesting supervisor assistance. The customer was thankful for the follow up and was satisfied with the resolution provided.
4890	08/24/02	1			
4890	08/24/02	3			
4890	08/24/02	4			
4890	08/24/02	18			
4891	08/24/02	0	Customer called and gave agent call info to retrieve voicemail. There was about a 2min pause then a GA The agent did not relay everything on the voicemail. Agent said voicemail left a name and number to call. Customer had roommate call voicemail and roommate stated message was a least 1 1/2 minutes long. This is very unprofessional and it is becoming a big problem. Apologized to customer stating agent would be coached. Customer wants follow up after coaching.	08/30/02	CA does not remember call but said the pause was probably due to getting her notes on voicemail and said she knows to type ( lost info) if she missed something. Coached on being expedient and retrieving voicemail CA is new.
4891	08/24/02	4			
4891	08/24/02	9			
4891	08/24/02	18			
4894	08/24/02	18	Complaint about various agents - when friend calls and want to leave TTY message on voice answering mach they have to convince the relay operator they can do this and it takes 2 or 3 times. This causes many problems and user getting frustrated. Put a note in customer notes that relay can leave TTY message on voice mail. user satisfied and hopes this helps. No follow up needed at this time for this problem.	08/26/02	Added customer notes. Unable to follow up with CA due to no # given.



3313G	08/24/02	29	The customer called in to let us know when trying to reach xxx xxx xxx through relay the line would ring once or twice and then either go to a fast busy or he would get an all circuits in the busy in the area recording. When the call was attempted without relay the call was able to complete. Thanked the customer for calling in with the info let him know that I would have the techs check into it. TROUBLE TICKET 366720. Customer does not request contact.	08/26/02	TROUBLE TICKET results - Call completes now, and there were no outages around that time on Saturday, so this is very likely a LEC issue.
2112	08/27/02	21	TTY user was concerned that CA would not answer question of a personal nature. I said CA told him could not participate in a personal a personal conversation and asked if he wanted to place another call.	08/27/02	I did tell the customer that CA was following relay protocol and relay employees including supervisors were not allowed to participate in personal conversation. Customer went on at great length as to how the relay employees work so hard and he wanted to make their day more fun. I explained that supervisors as well could not indulge in personal conversation with customers as they were after also needed elsewhere. He wanted to change to change protocol. to be that it is ok to be involved in personal conversations if they are very short. I ask if he would like a response and he said yes. This contact lasted 36 minutes. Same person called and asked for me by name and said he didn't want to get me in trouble for talking too long. I said we would be happy to talk with him if he had specific problems related to relay calls. He seemed very satisfied with answer and disconnected.
4949	08/28/02	17	Customer made a call looking for a live person. "Person here acting rude to me" . Customer upset because still no live person. I explained the process of the call to that point. Customer had asked CA to press option1 which CA did then customer asked for option2 to be pressed which CA did. Customer said they wanted tech support. I advised CA would be happy to redial and find option for tech support. Customer hung up after redial w/o giving opportunity it find out if wanted follow up.	08/28/02	Customer asked for technical support. CA dialed got option for technical support. Recording took place with 4 or 5 more numbers to dial. Customer said no thanks and hung up. Observing the CA, CA handled the call correctly.
1822	08/30/02	24	Called relay from work got TTY tones.	08/30/02	Explained and offered follow up - no interested.

2116	08/31/02	21	<p>TTY customer was very upset that agent would not answer his question is regard to why he was sent the following: (explained relay) and asked CA why u explain relay twice q GA? He stated that CA won't give info is not good answer in conversation." TTY user indicated that agent typed response to TTY user was similar to the following 'agent cannot get involved in conversation'. TTY user then requested a supervisor. TTY user indicated "agent in charge then talked to him. Asked AIC what there first name was and AIC typed response was agent is not allowed to give first name b/c it is against company policy." TTY user was very upset with agent for not answering his question and AIC b/c he's never heard of supervisor not providing there first name when responding to a call. This call cam into MRS asking if this was the Moorehead R center and requesting Gloria. Wanted to know what center handled previous call etc. After further clarification w/ the TTY I apologized for the inconvenience attempted to explain protocol (interrupted constantly) provided the 800 MN relay TTY numbers and cu</p>	05/12/03	Coached the agent and the AIC. Told them to respond when the customer has those type of questions.
2114	08/28/02	3	<p>Wanted to talk to Relay Supervisor/ area manager because caller is "sick and tired of rules changing at relay". Wanted area code information for Duluth, MN and CA and did not help get it. Apologized for the trouble, assured caller that CA's will do DA/411 calls for area code Put current CA back on line to complete call.</p>	08/29/02	Met with CA, who said that this person wanted her to immediately check her yellow pages since she was in Minnesota. She told customer she didn't have access to phone book but caller insisted she did. CA followed protocol as caller did not specify to call DA.



### September 2002

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
1823	09/04/02	24	Calls from home into relay, hears TTY tones.	09/04/02	Explained how to work around tones, mailed CDB form to brand voice since only used by voice to call into relay.
2132	09/07/02	5	Person was upset said CA said "thank you for using MN relay" and then hung up on them. Said they had just placed their call. I apologized and said I would write up a complaint.	09/07/02	Unable to follow up as that CA # is a male and was not working at the time. Caller must have had an incorrect CA #.
2141	09/10/02	21	TTY user was confused because typing font changed during middle of call and the TTY user was very concerned. They felt the CA was maybe just fooling around. Requested call back.	09/10/02	Followed up with CA. CA has not experienced any changes in font on relay calls. I believe it is not possible for the CA to change the font since we do not have access to this particular tool / program.
3371G	09/12/02	20	S2S caller reports that operator did not announce call as MN S2S operator does not process call well unless specific instructions are given. Caller also suggests that S2S operator should tell S2S caller when they will be switching to another operator. Would like to know before the switch is made then S2S caller could inform the person on the line of what was happening this would be very helpful. Apologized for problem encountered and advised complaint would be fwd to supervisor. Advised caller the S2S operator's followed the policy for switching operator but S2S wants a new policy. Caller requests contact regarding this complaint.	09/17/02	I coached agent in proper announcement procedures and have provided her additional help in call processing skills. Contacted customer. Discussed the agent change procedure and decided not to make any modifications in procedures for the customer's calls as the problem occurred on only one call. If he experiencing problems in the future he will let us know and appropriate changes to customer's noted will be made. I thanked the customer for the valuable feedback. Customer said he was satisfied.
3412G	09/21/02	3	Customer calling long distance and CA dialed the wrong number. The customer was unaware that she needed to have the agent get immediate credit at that time and called in to customer service for credit. I let her know about requesting immediate credit and did let her know that when the bill comes in if she send me a copy of it I can get the charge removed for her. Thanked her for calling in and apologized for the inconvenience. Customer does not request contact with resolution in regards to agent.	09/22/02	I went over procedures for immediate credit with CA. CA now has a better understanding.
3409G	09/21/02	2	VCO reports the agent did not follow Customer database notes indicating AT&T calling card info for all long distance calls agent processed call through Sprint network. VCO suggests agent needs training. Apologized for the problem encountered advised VCO if charged by Sprint to contact Customer service and will credit advised complaint would be fwd to supervisor.	09/22/02	Met with CA. Went over importance of following database notes. CA does not remember this particular phone call.

2172	09/24/02	21	Would like to know why the relay number doesn't show up as 711 or 1 800 rather than unavailable on the caller ID.	09/24/02	Apologized for the inconvenience and stated this involved features and suggested to the customer to be transferred to customer service for further questions. Customer obliged and was transferred.
2174	09/26/02	5	Voice outbound received call from prison. Apparently asked CA a question during conversation. CA did not respond was very angry at CA (and relay service in general). Asked the CA for his #. CA did not respond and hung up on customer. Told the caller I was sorry for the inconvenience. Gave the caller my name. The customer insists we investigate the incident find out who the CA is and call him back.	09/26/02	No follow up necessary - no CA ID #. Called customer back and customer is fine and just wants CA's to type what is being said. Has no specific issue. - Trich Shipley
2179	09/28/02	25	Customer was very disappointed with the relay service. They said that their daughter could not contact them through the relay via 711. This made their daughter distraught. Customer wants to know why 711 would not work. I apologized for their problem. I was unable to get any other pertinent info, customer would like follow up.	10/01/02	The girl calling is only 9 and was not using the phone correctly. Spoke with the mother and all is ok now.
3439G	09/29/02	21	Customer called to let me know that the person did not process the call properly. She gave the number to call. When the other party answered the operator did not announce the call to her. The hearing person repeated "hello hello" and didn't get any response. This was a very important call and the hearing person was leery of relay as it was then the operator did not do his job. Thanked the customer for letting us know about this apologized to her for the problem she had with the agent in processing her call. Customer does want contact with resolution.	09/29/02	Operator states that calls were made
1824	09/16/03	24	Calls from work into relay, hears TTY tones.	09/16/03	Explained how to work around tones, mailed CDB form to brand voice since only used by voice to call into relay.



### October 2002

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
2188	10/02/02	3	Customer was very angry about their call handled by CA. They said the CA was very rude and didn't do the job asked. Customer asked that the CA not announce their call w/ normal intro. Instead customer asked that the CA ask for their uncle. CA did normal greeting and did not keep the customer informed, then gendered a male voice with a (F). After this the customer asked for CA#, which CA gave. Customer then asked for supervisor and CA disconnected. I apologized to the customer for the inconvenience and said matter would be resolved. Customer does not want a call back.	10/02/02	CA did admit to handling call incorrectly. CA stated they were confused by the customers instructions and did not clarify before dialing out. CA did state however that they did gender correctly and did not disconnect caller. Caller disconnected by herself. I reviewed policies regarding this call type with CA. CA clearly understands correct procedure.
2188	10/02/02	4			
2188	10/02/02	5			
2188	10/02/02	17			
2190	10/05/02	4	TTY user called and left message on answering machine. TTY user was concerned that CA would not answer her when asked if the message was left. Would like call back. Informed TTY user this information would be forwarded to supervisor. Customer was frustrated and disconnected.	10/05/02	Met with CA. CA remembered call and said inbound line disconnected while CA was dialing back to leave message. CA demonstrated knowledge of answering machine procedure.
2192	10/05/02	17	Voice person OB called with complaint that CA would wait until TTY was done typing before voicing. Voice was outbound and said "operator I am talking to you. Please talk as they are typing". CA replied she was not allowed to be part of conversation. "Voice then asked CA again to speak as typing appeared". At end of call CA began reading as message typed and voice thought it was too slow.	10/05/02	I informed voice that as an outbound phone user the TTY had control of the call. I also said regarding waiting to voice message CA was following protocol so as to make TTY message more conversational. Voice indicated that the majority of voice customers prefer to have message voiced as typed instead of waiting and said "TTY users wouldn't know the difference anyway". I told voice I would take down all the information and have this info forwarded to customer service. I also met with CA and voiced approval of following protocol and cautioned regarding exaggerated slowness.
2216	10/18/02	21	The customer from the Hair Salon called requesting info regarding a deaf customer and the CA who relayed their call. Said the call was disconnected and they were setting up an appt - need to know if it was confirmed.	10/18/02	Apologized for the inconvenience it may have caused her and explained that we are bound by federal law not to keep such conversation between two callers and we didn't keep record of these calls made by the caller - Also explained CA protocol. The caller seems to understand.



1825	10/22/02	17	Uses relay often. This CA was very rude and seemed like an angry person. Allowed her to vent, spoke with her awhile and told her it would be shared with the relay center.	10/24/02	Followed up with CA. CA is not aware of this. CA was coached on how her tone may affect the call and be aware of the tones used.
2234	10/29/02	17	TTY user was upset because CA was rude and would not answer about DVD. Said I would follow up with CA.	10/29/02	CA had not worked at all on this day. Possibly wrong CA#. Apologized and had current CA place call. CA was not scheduled - no follow up needed. Wrong CA #.
2197	10/07/02	4	Caller just got a call through relay but operator was speaking indistinctly & did not do proper announcement. Refused to give their operator # and was rude. These times caller asked what was relay and operator would not explain. Happened about 5 minutes ago. No follow up requested.		I apologized to the caller and explained that all operator need to ask if a person has received a relay call before and to always give out operator #. Told caller I'd file a complaint on their behalf but was unable to follow up on the operator without an operator #. Caller would see about checking with TTY who called them to see if they got operator # and may call back with it.
2197		8			
2197		17			

## November 2002

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
1826	11/01/02	24	Called relay from work & heard TTY tones. PBX.	11/01/02	Explained to the customer and offered follow up for co-workers. Caller not interested.
1827	11/01/02	24	Called relay from work & heard TTY tones. PBX.	11/01/02	Explained to the customer and offered follow up for co-workers. Caller not interested.
2244	11/05/02	3	The caller was upset with CA. Stated that after she gave the closure followed by GA and told operator "I would like to make another call". Found out that the first person is still on the line. Caller felt the CA made her look stupid by not following their instructions. Apologized to the customer and assured that the CA would be spoken to.	11/05/02	Followed up with CA. According to CA the voice person was talking and then requested a supervisor. During the tie, CA was typing & the customer interrupted and said to call another number. CA had OB voice on line based on their request to speak to a supervisor. CA was coached on proper procedure.
2251	11/11/02	5	Customers asked to speak to a supervisor to report that CA hung up on them in the middle of an important call. Apologized for the inconvenience and said we would speak to CA. No follow up call necessary.	11/11/02	CA does not recall anything like this happening. No coaching needed. CA does not recall the situation. CA was coached on the importance of not disconnecting a call and understands the consequences. - Team Lead
4999	11/12/03	29	Customer cannot get through to Pacific Bell 800# through relay. Customer was informed a trouble ticket was submitted yesterday and she wants to be contacted regarding resolution as this call was important. Agent uses Regional 800 procedure and gets recording saying "you must dial a 1 before this number. I apologized to customer explained plan could be with relay or with the 800# and thanked her for patients. TROUBLE TICKET# 527175.	12/19/02	TROUBLE TICKET results - Tested using CRS to the 800 toll call # and it went through fine. Attempted to call customer chatted with customer and follow up if things improve and any issues with Sprint Relay - things are good and no problems lately she was pleased I called to follow up.
3096H	11/12/02	24	Customer calling from number xxx xxx xxxx could not dial DA through MN relay. Apologized to the customer for the problem and let then know a TROUBLE TICKET would be opened to investigate the problem. Customer is requesting an email follow up from account mgr on resolution of problem. TROUBLE TICKET 532997	11/13/03	TROUBLE TICKET results - MN doesn't allow out of state ANI's to call out of state DA. System is working as designed. Could not follow up with customer as provided wrong email address.
1828	11/13/02	24	Called relay from work heard TTY tones. PBX.	11/13/02	Explained to the customer and offered follow up for co-workers. Caller not interested.



3110H	11/15/02	3	MN hard of hearing voice customer upset that agent typed to the TTY user to repeat when asked agent to repeat something she had missed in the conversation. She feels the agent should just repeat to her and that the training needs changing as this would take forever to get through a relay call and all other agents always comply with the request to repeat as needed.		I explained the agent was following their training to type everything heard to the TTY user as the conversation is between the TTY user and the hearing person and the agents are to be just a wire. Customer was not satisfied with this info and requested further contact with resolution via email. Attempted to contact customer 11/25 - emailed for clarification; 12/2 - Emailed 2nd time for clarification; 12/6 emailed 3rd time and offered to meet in person. Closed due to no response back from the customer.
2259	11/17/02	4	TTY upset that CA processed LD call improperly. Concerned that charges would appear on bill when CA never asked how they wanted call billed. Apologized to the caller for the problem.	11/17/02	Went over correct LD billing procedures options with CA. CA is more aware of limitations options on LD calls.
3146H	11/25/02	4	The customer called in and gave 800# to dial. The agent dialed the wrong number and was told there is no number like that. The customer asked the agent to redial and got nothing from the agent. The customer finally hung up and redialed. I apologized to the customer for the inconvenience and thanked her for calling to let us know about this. Let her know I would write this up and fwd on to the appropriate center. Customer would like contact with resolution.	03/14/03	Contacted customer and she was content with relay. Gave her my TTY# for future use (Trich Shipley). CA was very new when complaint was made - forgot to open the headset to the inbound line to get VCO user's request - Coached agent on proper VCO procedures.
3146H	11/25/02	5			
3146H	11/25/02	21			
1829	11/25/02	35	Customer emailed a complaint to DOC and it was forwarded to the Consumer Relations Office. Customer was frustrated with making VCO calls with her new VCO phone.	12/09/02	I emailed an explanation of how to use the VCO phone by pressing the second button after connected with GA (relay message). I did follow up email and requested if customer was satisfied. Offered to meet with her in person if she was still having a problem. Contact closed due to no response.
2273	11/27/02	3	Customer was unhappy because CA did not follow her directions. Customer had asked CA don't announce just ask are you open on Friday. CA proceeded to handle call normally and did not ask question. I thanked the caller for informing us of the situation Customer did not request call back.	11/27/02	CA did announce as asked by IB. OB would not answer and started talking, so the CA then announced the call. Explained to the CA that because the IB didn't want the call announced she does not have to give familiarity of service and can just begin relay.

2277	11/30/02	21	VCO was upset that CA took too long to respond. CA stated that she dialed number requested and macro came across screen that stated number does not accept relay calls. VCO said nothing came across his screen so CA tried again. Same macro again. VCO did not see on his screen. CA then typed message and indicated recording and VCO was very upset it took so long. I said I understood his frustration and assured him I would meet with CA right away. VCO seemed satisfied and did not require call back.	11/30/02	After meeting with CA I felt CA did follow proper procedures in attempting to keep customer informed.
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